

# ***Division of Behavioral Health Services***

## ***Office of the Deputy Director***

150 North 18<sup>th</sup> Avenue, Suite 200  
Phoenix, Arizona 85007  
(602) 364-4558  
(602) 364-4570 FAX  
Internet: [www.hs.state.az.us/bhs](http://www.hs.state.az.us/bhs)

JANET NAPOLITANO, GOVERNOR  
CATHERINE R. EDEN, DIRECTOR

**TO:** RBHA and TRBHA Medical Directors and Clinical Leadership

**FROM:** Jerry L. Dennis, M.D.,  
ADHS/DBHS Medical Director

Dan Wendt,  
Policy Office Manager

**SUBJECT: POLICY CLARIFICATION: RE-ENGAGEMENT AFTER DISCHARGE FROM INPATIENT SERVICES**

**DATE:** July 26, 2004

This memorandum is intended to clarify requirements of the Regional Behavioral Health Authorities (RBHAs) and Tribal Regional Behavioral Health Authorities (TRBHAs) to ensure timely follow-up appointments for behavioral health recipients discharged from inpatient services.

### Requirements for Access to All Covered Behavioral Health Services After Discharge from Inpatient Services

Timely follow-up appointments for behavioral health recipients discharged from inpatient services are important because appropriate follow-up care helps reduce the risk of repeat hospitalization and can identify the need for intensive behavioral health services before the onset of a crisis episode. A planned transition to outpatient care following hospitalization increases the likelihood that behavioral health recipients will adhere to their medication regime, participate in ongoing care and will not be re-hospitalized.

The Department articulates re-engagement requirements in Provider Manual, Section 3.8 Outreach, Engagement, Re-Engagement and Closure. T/RBHA staff and their subcontracted providers must ensure that behavioral health recipients discharged from inpatient services have follow-up appointments for the provision of covered behavioral health services within a timeframe that is based on the person's clinical need. In most cases, behavioral health recipients should be seen within 7 days following discharge from inpatient services. In all cases, the behavioral health recipient must be re-engaged and offered appropriate behavioral health services no later than 30 days following discharge from inpatient services.

### Specific Requirements for Medication Appointments After Discharge from Inpatient Services

As described in ADHS/DBHS Provider Manual, Section 3.2 Appointment Standards and Timeliness of Service, behavioral health recipients taking psychotropic medications (including those who have been discharged from inpatient services) must be scheduled for an appointment with a behavioral health medical practitioner within a timeframe that ensures the person does not run out of needed psychotropic medications and/or does not experience a decline in their behavioral health condition. In all cases, the appointment with the behavioral health medical practitioner must occur within 30 days following the date of discharge from inpatient services.

It is imperative that T/RBHA staff and their subcontracted providers have knowledge of and perform in accordance with ADHS/DBHS policy. Please ensure that the information contained in this memorandum is communicated to all relevant internal and subcontracted personnel. If you have any questions regarding this clarification, please contact Dan Wendt at (602) 364-4660 or Dr. Jerry Dennis at (602) 364-4755.